

## **Adult Protective Services (APS)**

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

60 years of age or older, or incapacitated adults 18 or older who are abused, neglected, or exploited; resident of Hanover County

### Intake Process

Complaints called into the office

Self Refer

Yes

Hanover County Department of Social Services

<https://www.hanovercounty.gov/395/Social-Services>

### Main

(804) 752-4100

Toll-Free

(800) 770-0837

Phone Emergency

(800) 552-7096

12304 S Washington Highway

23005 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-1:00 pm

Saturday: Closed

Sunday: Closed

### Fee Structure

No Fee

### Languages Spoken

English

The Hanover County Department of Social Services investigates reports of abuse, neglect, and exploitation of adults aged 60 and over and incapacitated adults ages 18 and over. The program's goal is to lessen or alleviate the risk of abuse and neglect, including self-neglect, among seniors or adults who need protection. Individuals must be city residents or the incident must have occurred in the city in order to be eligible for this service.

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call our office. To report at night or on weekends, call 1-888-832-3858.

If there is an emergency, call 911.

Service Area(s)  
Hanover County